Warranty Help

Frequently Asked Questions

Getting Started

- What can I do on the Warranty website?
- Who can I contact for Help?
- What does this mean?

Returns – How do I…?:

- Create an In-Warranty Return
- Create an Out-Of-Warranty Single Compressor Entry or Requested Teardown Return
- Create an Out-Of-Warranty Multiple Compressor Entry Return
- Create a Parts Return
- Check for Multiple Failures
- View or Continue a Suspended Return
- Delete a Return/AT Number

Claims – How do I…?:

- Create a Claim/Shipment
- View or Continue a Suspended Claim/Shipment
- View Items Available for Claims
- Delete a Claim/WG Number
- Reference Shipping Procedures

Status – How do I…?:

- View Teardown Requests
- View Credits
- Lookup a Model and Serial Number
- Lookup an AT #
- Lookup Your Customer Reference #

Customer Support

Are you experiencing problems with our site?
Please consult the above Frequently Asked Questions (FAQs), or click here to give us your feedback.

Do you have a web site issue that is not addressed in this Help section?
Click here to contact Emerson Climate Technologies, Inc. Warranty Support. Please allow 48 hours for a personal reply from our team.

Note:
This is a single document which will print in its entirety unless you specify only certain pages to print.

Back to top

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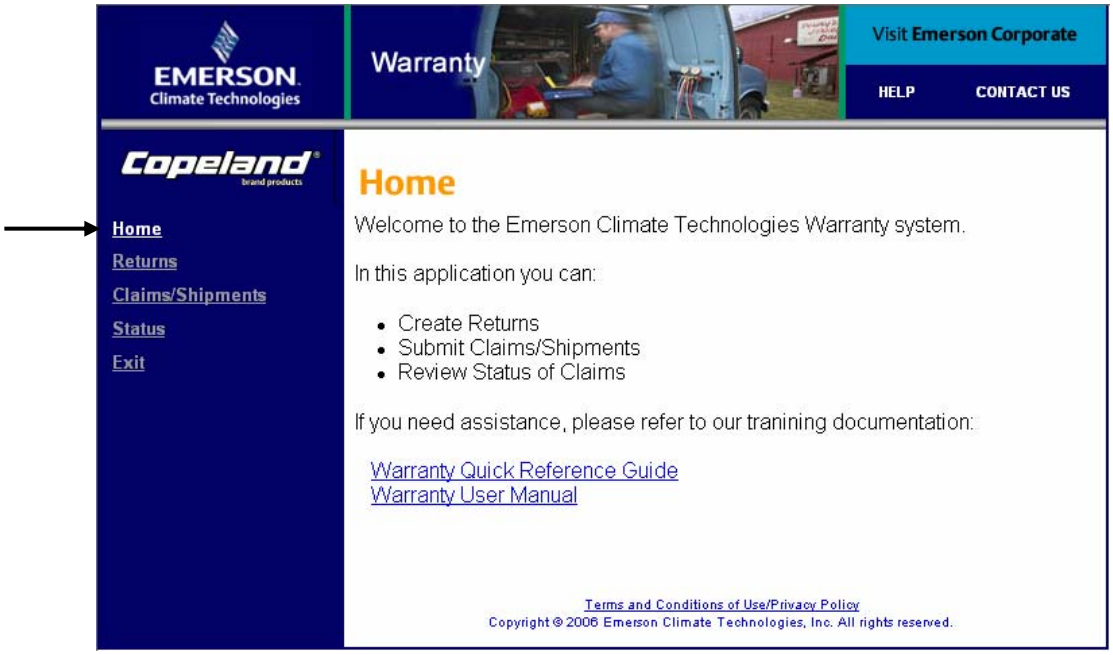
What can I do on the Warranty website?

The Emerson Climate Technologies Warranty system will allow you to create both warranty and salvage returns through our customer portal. When your returns are entered, you may then create a shipment, or in other words, a claim for credit. You can then also track the status of each return and claim through the entire process. The links in the left navigation will direct you to a group of common functions on each main page. The four main pages are shown below.



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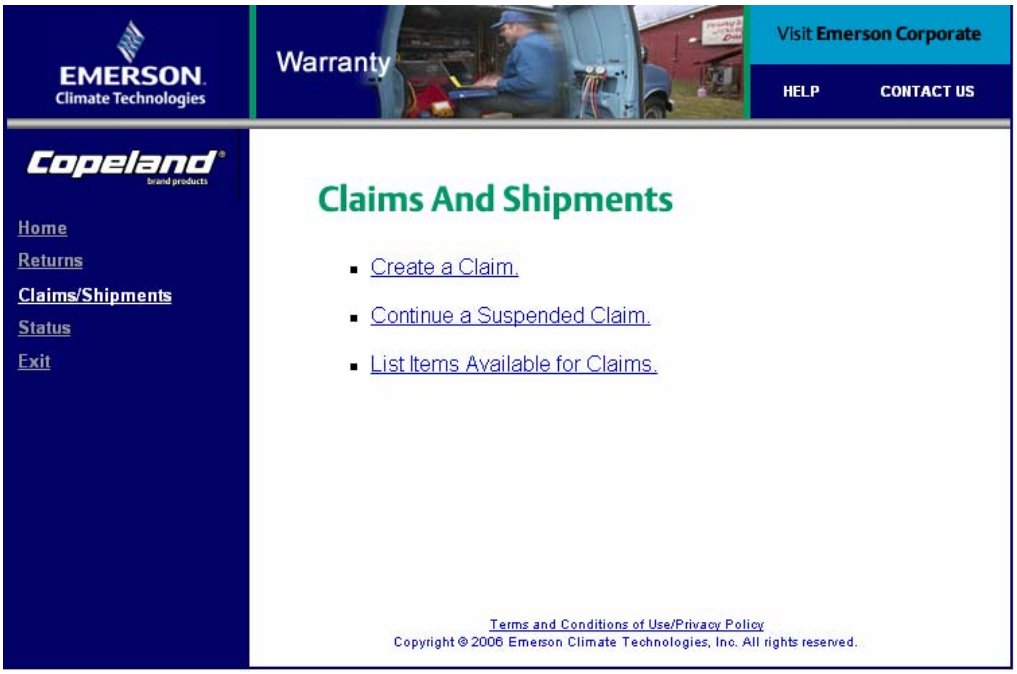
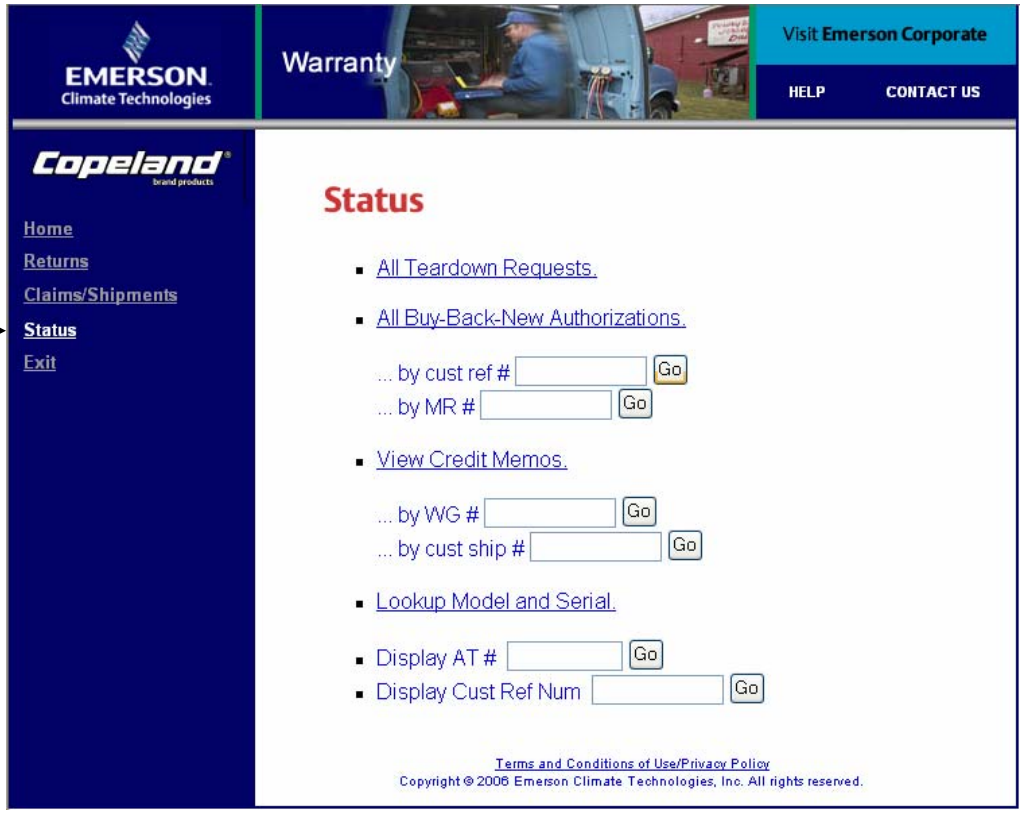
What can I do on the Warranty website? (continued)





NOTE: To exit the system, you may either click on "**Exit**" in the left navigation or close the application window, both of which will return you to your portal.

Back to top

Who can I contact for Help?

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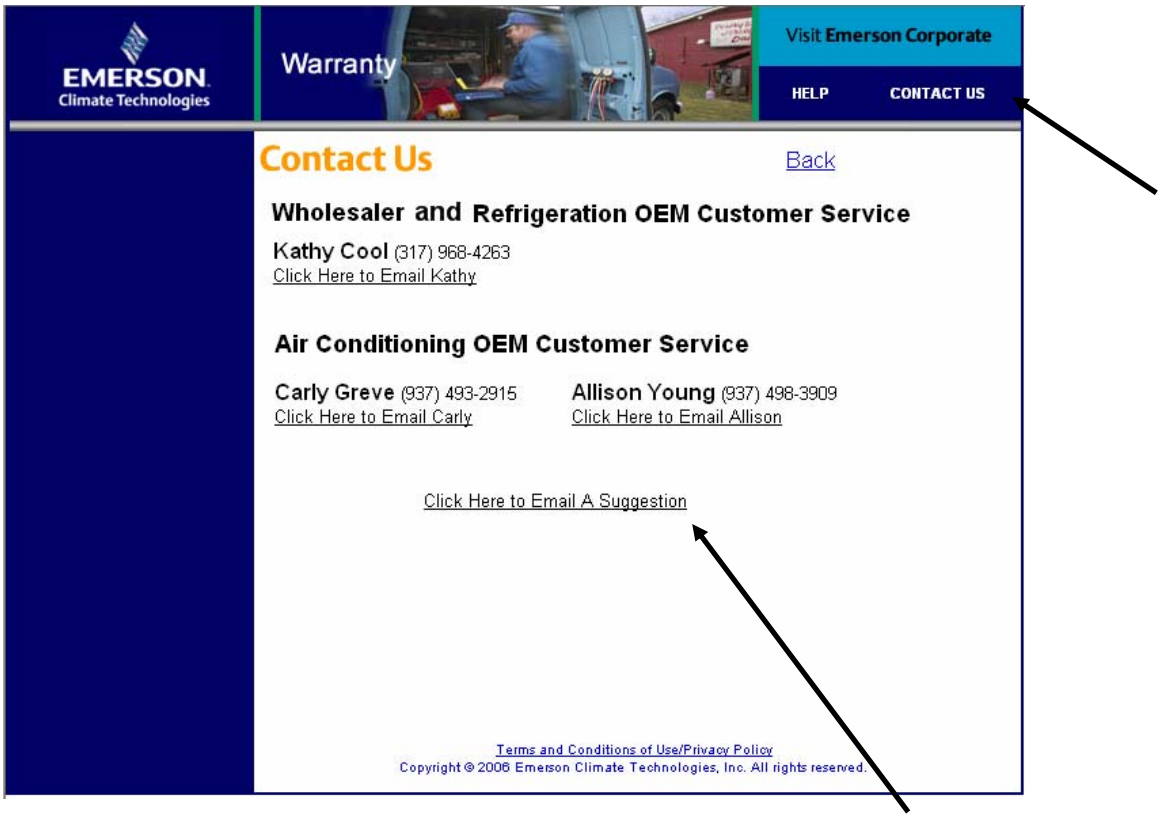
On every page of the Warranty system, near the upper right-hand corner, is a “Contact Us” link that you can click to view the current list of names, phone numbers and email addresses of the customer service representatives at Emerson Climate Technologies, Inc. You can send an email directly from the system by clicking on the links which are underlined.



If you have any suggestions or comments about Warranty, you can send an email directly from the system by clicking on “Email A Suggestion” near the bottom of the screen.

Back to top

What does this mean?

The Warranty system uses its own set of numbers to reference items within the system.

AT Number – the AT number is the Warranty system reference number for an individual item/return. This will correspond one-to-one with a compressor or part return in the system. The AT number will cross reference to your customer reference number if one is provided when the return was created.

WG Number – the WG number is the Warranty system reference number for a claim or shipment. This can correspond one-to-one with a single compressor return, but more likely with a group of returns or AT numbers. So, one WG number will correspond with a group of AT numbers. The WG number will cross reference to your customer shipping number, which is required when you create a claim to us.

Back to top

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Create an In-Warranty Return

To create an In-Warranty return, click on "**Returns**" in the left navigation, then click on "**In-Warranty Return**" in the main screen. Complete the form as indicated below.
(Note: * indicates required information and ** indicates conditionally required information.)

* 1. **Failed Model #:** This is the full model number (including dashes) of the failed Copeland® brand compressor being returned.

* 2. **Failed Model Serial #:** This is the serial number of the failed compressor. Be sure that you include the letter at the end of the number (Example: 06A12345R), if present. Valid serial numbers are 8 or 9 characters in length.

* 3. **Install Date:** This is the date that the failed compressor was installed. You may use slashes or dashes in the date and include the complete 4-digit year (Example: 2/14/2006).

* 4. **Fail Date:** This is the date that the compressor failed. You may use slashes or dashes in the date and include the complete 4-digit year (Example: 2/14/2006).

* 5. **Replacement Model #:** This is the full model number (including dashes) of the compressor that replaced the failed compressor. Note: If you do not have a replacement model, leave this box blank and see Item # 7.

* 6. **Replacement Serial #:** This is the serial number of the compressor that replaced the failed compressor. Be sure that you include the letter at the end of the number (Example: 04A12345R), if present. Note: If you do not have a replacement serial number, leave this box blank and see Item # 7.

7. **Check if the replacement is a non-Copeland® brand compressor or is not known:** You may check this box if you did not replace the failed compressor with a Copeland® brand compressor or if you do not know the replacing information. You are not required to enter any replacing model or serial number however, if you are a wholesaler, a purchase order number is required when you use this option, see Item # 8.

** 8. **Purchase Order #:** If you are a wholesaler, this is the purchase order number that Emerson Climate Technologies, Inc. will use to ship you a replacement of the failed compressor model. This is required when you check Item # 7 but will be disabled if you have provided the replacement information.
Note: To prevent a duplicate order, please make a note in the comment section of the return that the PO has already been submitted to Emerson Climate Technologies, Inc.

9. **Customer Reference #:** This is your return/tracking number. You can use your return paperwork number, etc. This number will appear next to each compressor on the credit memo from Emerson Climate Technologies, Inc.

10. **Teardown Compressor:** If you or your customer requires a special teardown on a compressor you may click on this box so a check mark appears. This is for special exceptions; you are not to mark on every compressor. When a teardown is requested additional information is required for the request to be approved. You will be required to enter the refrigerant used and the reason for compressor failure, see Item # 15.

11. **Nameplate Only:** If you have a "J" model compressor that has failed, click on this box so a check mark appears. This will allow you to create a nameplate-only claim and you will receive credit without returning the compressor to Emerson Climate Technologies, Inc.

12. **Sales Invoice #:** If the failed compressor is over 20 months from the date of manufacture, you are required to supply us the invoice number from the sale of the failed compressor.

13. **Sales Date:** This is the date of the invoice from the sale of the failed compressor. You may use slashes or dashes in the date (Example: 2/14/2004).

14. **Tag #:** This is located in the upper right hand corner of the Emerson Climate Technologies Warranty Claim Tag, part number 052-1957-00 (which replaces p/n 052-1830-00). This is optional.

** 15. **System Environment and Causes of Compressor Failure:** In these sections, you may provide information about the failed compressor. Click on any of the boxes supplied so that a check mark appears. This is not required unless a teardown has been requested, but it will give additional information to our application engineers to help with the cause of failure. When a special teardown is requested the refrigerant used and the reason for compressor failure are required, see Item # 10.

16. **Comments:** You may enter any related information about the compressor. What you include will appear on the Emerson Climate Technologies, Inc. Credit Memo.

17. **Save and Suspend Button:** If you have forgotten information on this in-warranty return and don't want to re-type all of the information, you may click this button and the system will save the data in the Suspended Return File.

18. **Save and Process Button:** When you have completed the return, click on this button and your return will be processed by the system.

Completed Request: Once you have completed your return by using the Save and Process button, the system will either give you an error message, telling you what you need to change or it will accept the return and give you an AT number which belongs to the compressor, along with the current price and freight allowance. This is the last screen for your In-Warranty return.

Note: The system gives you the option to go back to the Returns menu, start another In-Warranty return, or view your suspended returns file.

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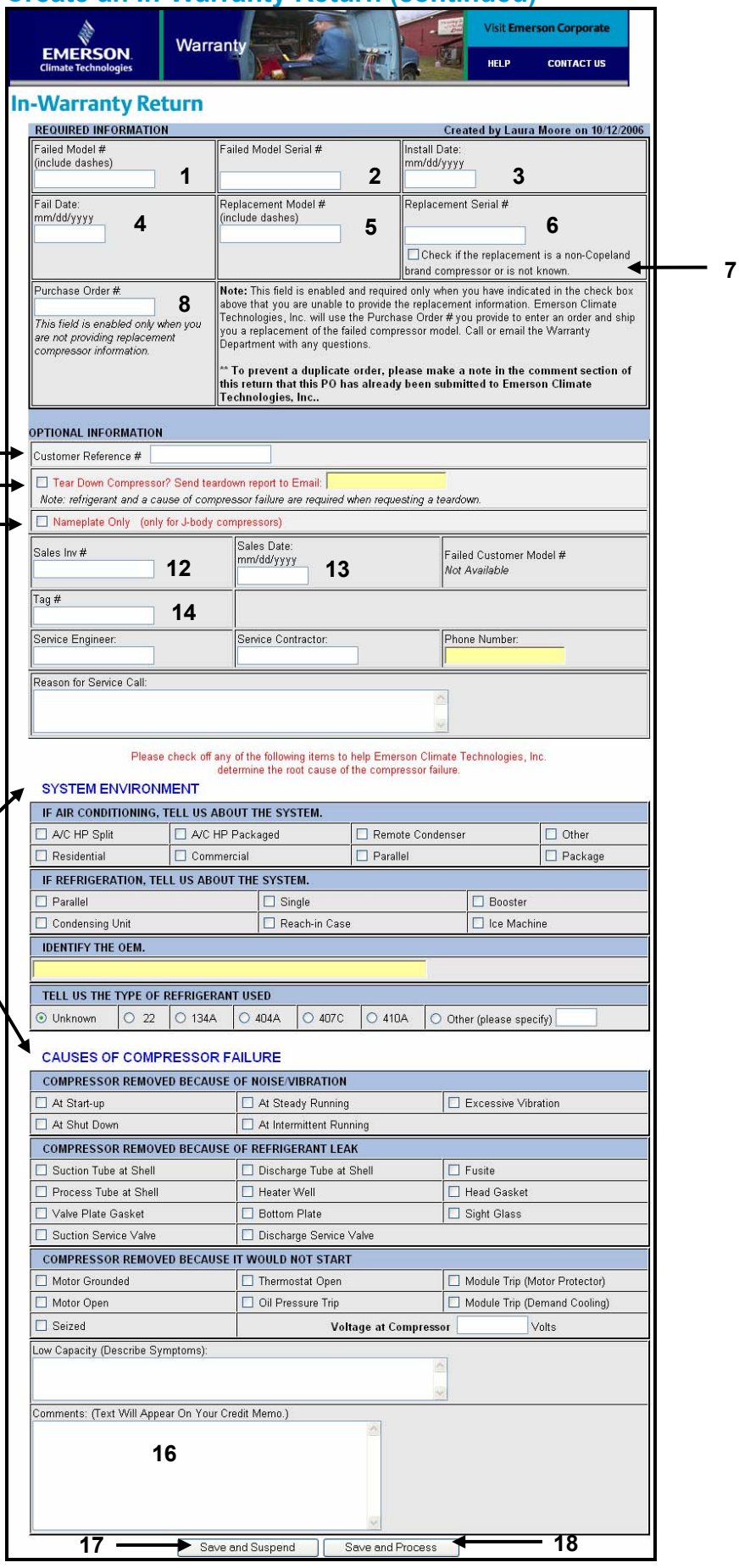
Create an In-Warranty Return (continued)



Back to top

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Create an Out-of-Warranty Single Compressor Entry or Requested Teardown Return

To create an Out-of-Warranty Single entry or Requested Teardown Return, click on "**Returns**" in the left navigation, and then click on "**Single Compressor Entry or Requested Teardown**" in the main screen. Complete the form as indicated below.

(Note: * indicates required information and ** indicates conditionally required information.)

* 1. **Failed Model #:** This is the full model number (including dashes) of the failed compressor being returned. Note: If you do not have a full model number, type in as much of the model as you can read. If you have a no nameplate compressor, type in the first letter of the model type (Example: K).

** 2. **Failed Model Serial #:** This is the serial number of the failed compressor. Note: If you do not have a complete serial number, leave the fieild blank.

** 3. **Install Date:** This is the date that the failed compressor was installed. You may use slashes or dashes in the date and include the complete 4-digit year (Example: 2/14/2006).

** 4. **Fail Date:** This is the date that the compressor failed. You may use slashes or dashes in the date and include the complete 4-digit year (Example: 2/14/2006).

5. **Replacement Model #:** This is the full model number (including dashes) of the compressor that replaced the failed compressor. Note: If you do not have a replacement model, leave this box blank.
6. **Replacement Serial #:** This is the serial number of the compressor that replaced the failed compressor. Be sure that you include the letter at the end of the number (Example: 04A12345R), if present. Note: If you do not have a replacement serial number, leave this box blank.
7. **Type of Return:** The Salvage Core Allowance will already be marked on the screen. Salvage Core Allowance is when you have replaced the failed compressor. Buyback As Is: This is when no replacement has been sold. The contractor is bringing the body in for just a core credit.
8. **Customer Reference #:** This is your return/tracking number. You can use your return paperwork number, etc. This number will appear next to each compressor on the credit memo from Emerson Climate Technologies, Inc.
9. **Tag #:** This is located in the upper right hand corner of the Emerson Climate Technologies Warranty Claim Tag, part number 052-1957-00 (which replaces p/n 052-1830-00). This is optional.
10. **Teardown Compressor:** If you or your customer requires a special teardown on a compressor you may click on this box so a check mark appears. This is for special exceptions; you are not to mark on every compressor. When a teardown is requested additional information is required for the request to be approved. You will be required to enter the refrigerant used and the reason for compressor failure, see Item # 11.
11. **System Environment and Causes of Compressor Failure:** In these sections, you may provide information about the failed compressor. Click on any of the boxes supplied so that a check mark appears. This is not required unless a teardown has been requested, but it will give additional information to our application engineers to help with the cause of failure. When a special teardown is requested the refrigerant used and the reason for compressor failure are required, see Item # 10.
12. **Comments:** You may enter any related information about the compressor. What you include will appear on the Emerson Climate Technologies, Inc. Credit Memo.
13. **Save and Suspend Button:** If you have forgotten information on this in-warranty return and don't want to re-type all of the information, you may click this button and the system will save the data in the Suspended Return File.
14. **Save and Process Button:** When you have completed the return, click on this button and your return will be processed by the system.

Completed Request: Once you have completed your return by using the Save and Process button, the system will either give you an error message, telling you what you need to change or it will accept the return and give you an AT number which belongs to the compressor, along with the current price and freight allowance. This is the last screen for your In-Warranty return.

Note: The system gives you the option to go back to the Returns menu, start another Out-of-Warranty return, or view the suspended returns file.

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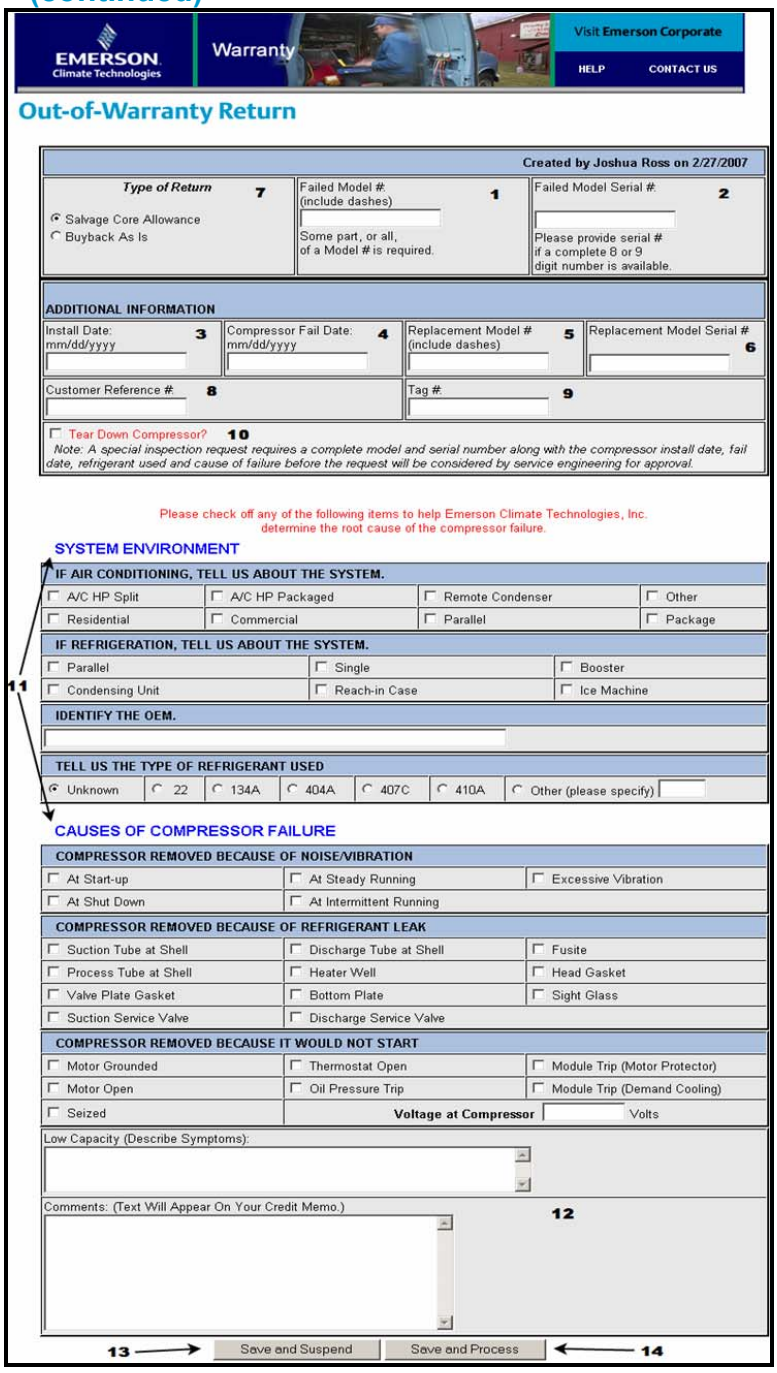
Create an Out-of-Warranty Single Compressor Entry or Requested Teardown Return (continued)



Back to top

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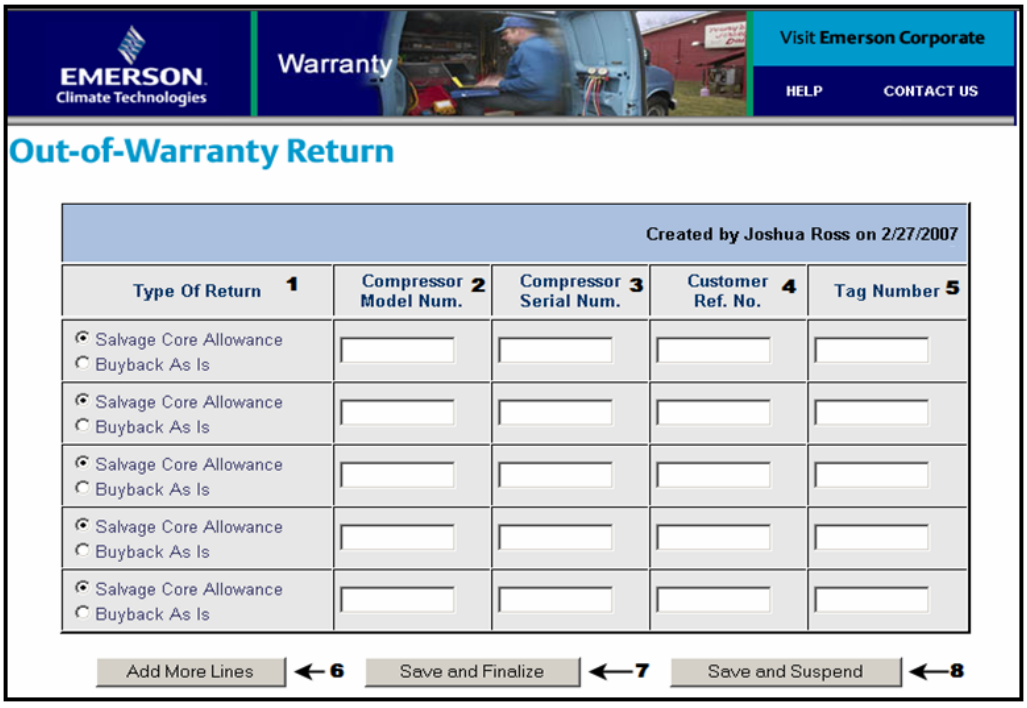
Create an Out-Of-Warranty Multiple Compressor Entry Return

To create an Out-of-Warranty Multiple Entry Return, click on "**Returns**" in the left navigation, and then click on "**Multiple Compressor Entry (No Teardown Request)**" in the main screen. Complete the form as indicated below.

1. **Type of Return:** The Salvage Core Allowance will already be marked on the screen. Salvage Core Allowance is when you have replaced the failed compressor. Buyback As Is: This is when no replacement has been sold. The contractor is bringing the body in for just a core credit.
2. **Compressor Model #:** This is the full model number (including dashes) of the failed compressor being returned. Note: If you do not have a full model number, type in as much of the model as you can read. If you have a no nameplate compressor, type in the first letter of the model type (Example: K).
3. **Compressor Serial #:** This is the serial number of the failed compressor. Note: If you do not have a complete serial number, type in as much as you can make out.
4. **Customer Reference #:** This is your return/tracking number. You can use your return paperwork number, etc. This number will appear next to each compressor on the credit memo from Emerson Climate Technologies, Inc.
5. **Tag #:** This is located in the upper right hand corner of the Emerson Climate Technologies Warranty Claim Tag, part number 052-1957-00 (which replaces p/n 052-1830-00). This is optional.
6. **Add More Lines Button:** This button can be used to add more entry feilds to the page. This button will add five more lines to the page, you can onoly have a limit of ten lines per page. (**Note:** You can not add more lines untill the existing lines on the page are full.)
7. **Save and Finalize Button:** When you have completed the return, click on this button and your return will be processed by the system.
8. **Save and Suspend Button:** If you have forgotten information on this out-of-warranty return and don't want to re-type all of the information, you may click this button and the system will save the data in the Suspended Return File.

Completed Request: Once you have completed your return by using the Save and Finalize button, you will go to another page where the system will either give you an error message, telling you what you need to change or it will accept the return and give you an AT number which belongs to the compressor, along with the current price and freight allowance. These two messages will appear under the corresponding compressors.

Note: The system gives you the option to go back to the Returns menu, start another Out-of-Warranty return, or view the suspended returns file.



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Create a Parts Return

To create a Parts return, click on "**Returns**" in the left navigation, and then click on "**Parts Return**" in the main screen. Complete the form as indicated below.

(Note: * indicates required information and ** indicates conditionally required information.)

(**Note:** Part teardown requests are not currently available in the Warranty system. Please contact an Emerson Climate Technologies Application Engineer to process.)

* 1. **Copeland® Brand Accessory Part #:** This is the failed part number, including dashes.

* 2. **Accessory Part Description:** This is the failed part name (Example: Valve Plate). If you are not sure, you can enter the word "Part".

* 3. **Install Date:** This is the date the part was installed. You may use slashes or dashes between your month, day, and year. (Example: 02/02/2004).

* 4. **Fail Date:** This is the date the part failed. You may use slashes or dashes between your month, day, and year. (Example 02/02/2004).

** 5. **Related Copeland® Brand Model Number:** You must provide the Copeland® brand model number (including dashes) of the compressor or condensing unit the part came off of. This will also require you to enter a related serial number, see Item #6.

** 6. **Related Serial Number:** This is the serial number of the Copeland® brand model number that the part came off of. This field is required when a model number is entered in Item # 5. Valid serial numbers include 8 or 9 characters.

7. **Tag #:** This is located in the upper right hand corner of the Emerson Climate Technologies Warranty Claim Tag, part number 052-1957-00 (which replaces p/n 052-1830-00). This is optional.

8. **Customer Reference #:** This is your return/tracking number. You can use your return paperwork number, etc. This number will appear next to each compressor on the credit memo from Emerson Climate Technologies, Inc.

** 9. **Sales Invoice #:** If you sold the failed part off of your shelf as a replacement, you would only need to fill in the invoice number of where you sold this part. You do not need the related model number or serial number. This will also require that you enter a sales date, see Item # 10.

** 10. **Sales Date:** This is the date of the invoice where you sold the failed part. This field is required when a sales invoice # is provided, see Item # 9. You do not need the related model or serial number.

11. **Comments**: You can type related information to the compressor, if you like. What you type here, will appear on the Emerson Climate Technologies, Inc. Credit Memo to you.

12. **Save and Suspend Button:** If you have forgotten information on this parts warranty claim and don't want to re-type all of the information, you can simply click the button and the system will save and put in the Suspended Return File.

13. **Save and Finalize Button:** When you have completed the return, click on this button and your return will be processed by the system.

Note: If you require a special inspection on a part, you must contact an Emerson Climate Technologies Application Engineer for approval and special instructions.

Completed Request: Once you have completed your return by using the Save and Finalize button, the system will either give you an error message, telling you what you need to change or it will accept the return and give you an AT number which belongs to the part, along with the current price and freight allowance and instructions whether the part is required to come back to Emerson Climate Technologies, Inc. or if it is eligible as a field scrap part. This is the last screen for your Parts return.

Note: The system gives you the option to go back to the Returns menu, start another Parts return, or view the suspended returns file.

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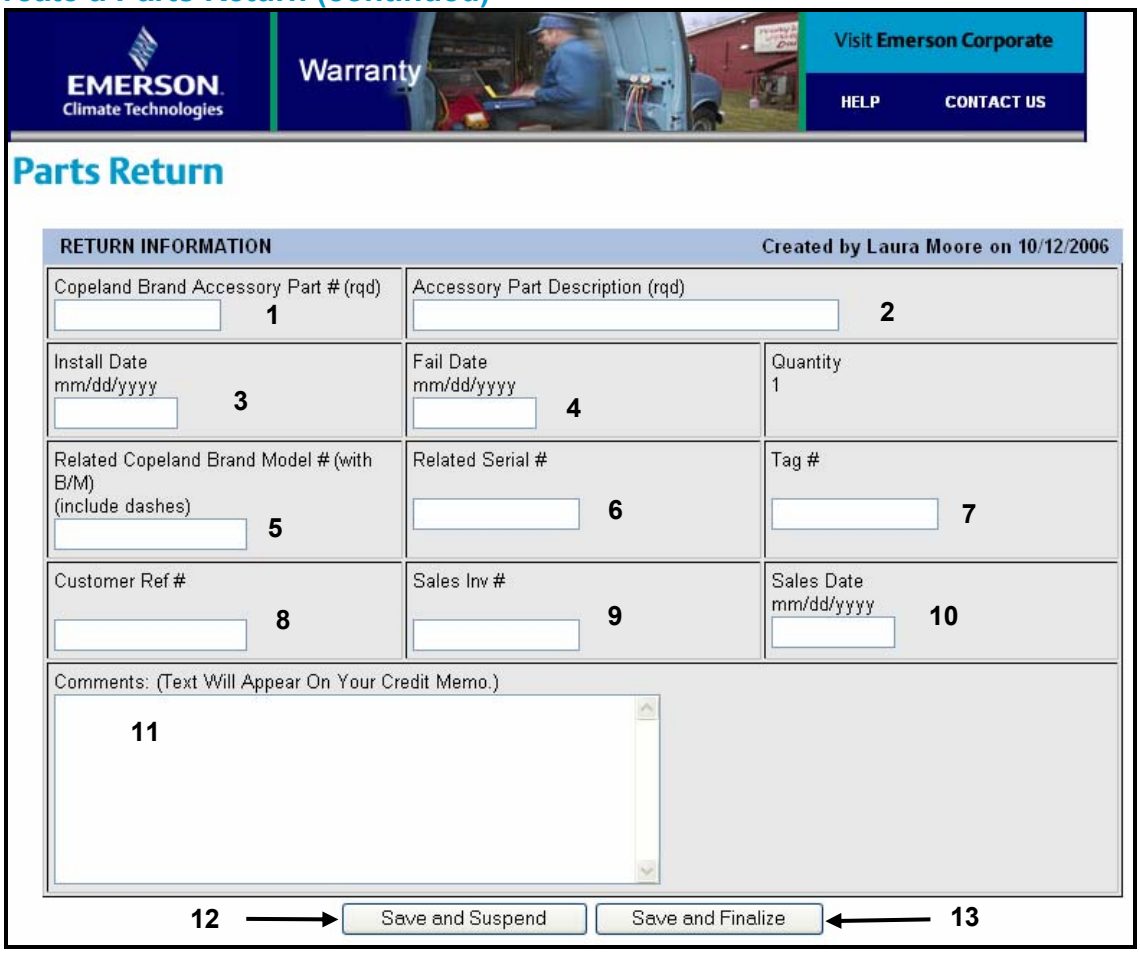
Create a Parts Return (continued)



[Back to top](#)

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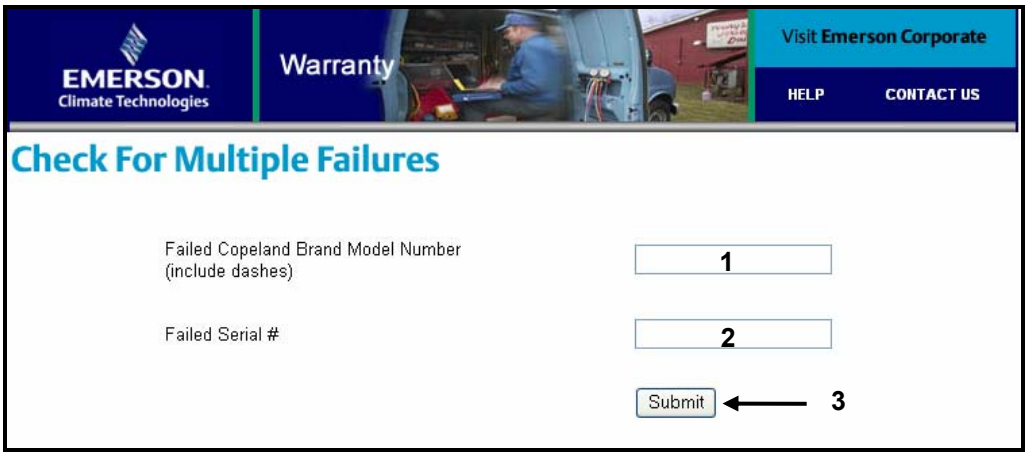
Check For Multiple Failures

To check to see if a compressor is a repeat failure, click on "**Returns**" in the left navigation, then click on "**Check for Multiple Failures**" in the main screen. Complete the form as indicated below.

1. **Failed Copeland® Brand Model Number:** This is the full model number (including dashes) of the failed compressor being checked.
2. **Failed Serial #:** This is the serial number of the failed compressor being checked.
3. **Submit:** When you have entered the information, click on this button and the information will be processed.



Completed Request: Once you have completed your request, the system will either, give you a message telling you that this is a first failure or that it is a repeat failure situation. In a repeat failure situation you may not be able to view the referenced AT number. If you require additional information, contact the Emerson Climate Technologies Warranty department and reference this number.

Note: The system gives you the option to go back to the Returns menu.

Back to top

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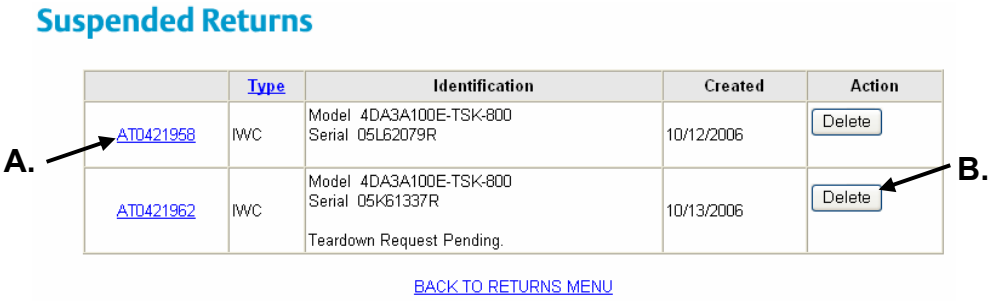
View Or Continue A Suspended Return

To view or continue working on a suspended return, click on "**Returns**" in the left navigation, and then click on "**View Suspense**" in the main screen. Items in suspense are those saved when you clicked on the Save and Suspend button or returns saved because of an error detected by the system.

A. To complete a return – Click on the AT number which will open the return so that you can make corrections or fill in the remaining information to complete your return.

B. To delete a return – Click on the Delete button to the right of the AT number. This will remove the item from suspense and show it with a deleted status. The information will only be viewable if you look up the specific AT number in the "**Status**" menu option.



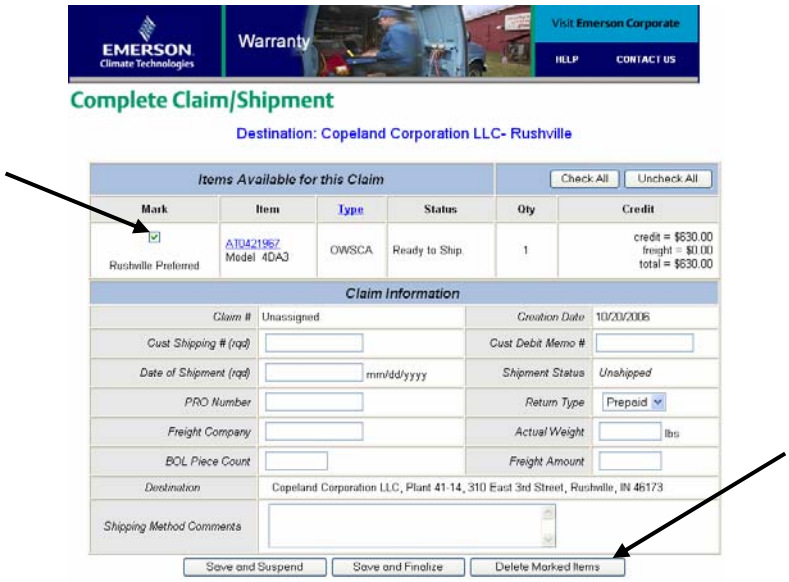
Back to top

How Do I Delete A Return/AT Number?

There are two ways you can delete a return or AT number, one that is either in suspense or one that has been finalized.

To delete a suspended return/AT number – Click on "**Returns**" in the left navigation, and then click on "**View Suspense**" in the main screen. Click on the Delete button to the right of the AT number. This will remove the item from suspense and show it with a deleted status. The information will only be viewable if you look up the specific AT number in the "**Status**" menu option. (See screenshot above labeled "Suspended Returns".)

To delete a finalized return/AT number – Click on "**Claims/Shipments**" in the left navigation, and then click on "**Create a Claim**" in the main screen. Click a highlighted shipping location from the list, locate the return or returns that you would like to delete. Click on the check box inside the "Mark" box so that a check mark appears. Scroll to the bottom of the page and hit the Delete Marked Items button. This will delete the marked items from your list and each will have a "deleted" status. The information will only be viewable if you look up the specific AT number in the "**Status**" menu option. (See screenshot below)



Back to top

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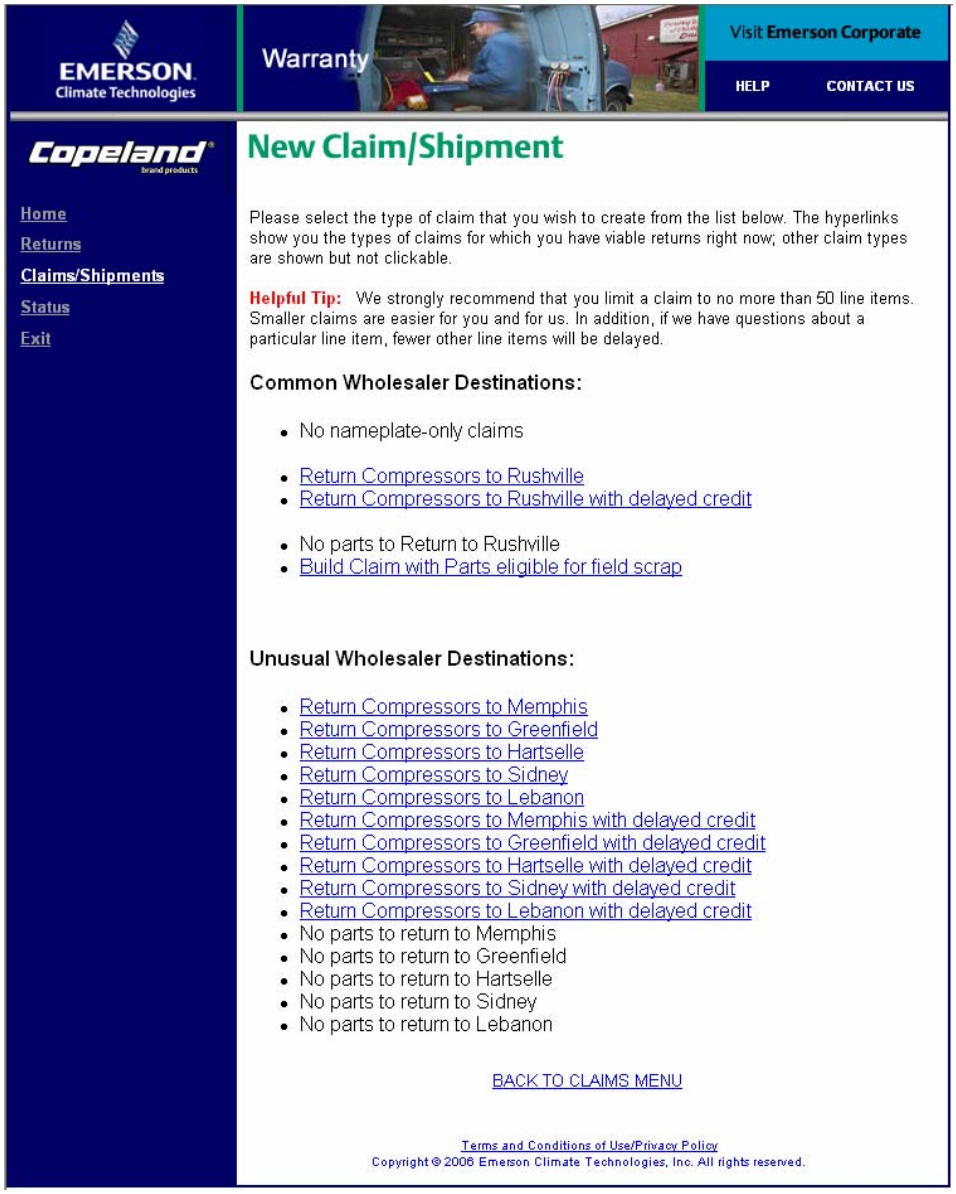
Create A Claim/Shipment

To create a claim or shipment, click on "**Claims/Shipments**" in the left navigation, and then click on "**Create a Claim**" in the main screen.

The next screen lists the available locations for which you can return compressors. If the destinations appear in blue and are underlined, you have items available for a shipment.

NOTE: The system differentiates items available for credit upon receipt at Emerson Climate Technologies, Inc. versus those with repeat failures or In-Warranty 4-6-8 model compressors which are inspected for single phase burn. The system forces these claims to be separated so all credit items are not delayed for the compressor inspections.


EMERSON
Climate Technologies
Warranty
Visit Emerson Corporate
HELP
CONTACT US
Copeland
brand products
Home
Returns
Claims/Shipments
Status
Exit
New Claim/Shipment
Please select the type of claim that you wish to create from the list below. The hyperlinks show you the types of claims for which you have viable returns right now; other claim types are shown but not clickable.
Helpful Tip: We strongly recommend that you limit a claim to no more than 50 line items. Smaller claims are easier for you and for us. In addition, if we have questions about a particular line item, fewer other line items will be delayed.
Common Wholesaler Destinations:
No nameplate-only claims
Return Compressors to Rushville
Return Compressors to Rushville with delayed credit
No parts to Return to Rushville
Build Claim with Parts eligible for field scrap
Unusual Wholesaler Destinations:
Return Compressors to Memphis
Return Compressors to Greenfield
Return Compressors to Hartselle
Return Compressors to Sidney
Return Compressors to Lebanon
Return Compressors to Memphis with delayed credit
Return Compressors to Greenfield with delayed credit
Return Compressors to Hartselle with delayed credit
Return Compressors to Sidney with delayed credit
Return Compressors to Lebanon with delayed credit
No parts to return to Memphis
No parts to return to Greenfield
No parts to return to Hartselle
No parts to return to Sidney
No parts to return to Lebanon
BACK TO CLAIMS MENU
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Create A Claim/Shipment (continued)

To proceed, click on the desired destination. Below are the guidelines for choosing a destination.

- **Return Compressors to Rushville:** This includes Out-of-Warranty, In-Warranty, or Buy back as is returns.
- **Return Compressors to Rushville with delayed credit:** This includes returns which are repeat failures or In-Warranty 4-6-8 model compressors that are inspected for single phase burn. You will always want to check this area if it appears in blue and is underlined.
- **Nameplate-Only:** This is used to create an electronic claim to Emerson Climate Technologies, Inc. on the J-body nameplates.
- **Return Parts to Rushville:** This is used for parts that the system requires you to send back to Emerson Climate Technologies, Inc.
- **Build Claim with Parts Eligible for Field Scrap:** This is used to create an electronic claim to Emerson Climate Technologies, Inc. on parts that do not have to be returned.
- **Return Compressors to Memphis:** This is for UCR compressors to ship back only to Memphis.
- All other destinations may be ignored. They will appear in blue and will be underlined, but you will not use them unless specifically requested by Emerson Climate Technologies, Inc.

When you click on one of the “Blue” Destinations, the screen below will come up. It will list all the items or (ATs) that you have entered. If an item is still in suspense or is awaiting approval from us you will not be able to select it for this claim. You may select valid items to be included in the shipment by going through the list and clicking on the check box inside the “Mark” box so that a check mark appears. If you choose, you can also use the “Check All” button in the upper right-hand corner of the item list. This will mark all the items available for shipment.

Note: The “Mark” box also indicates the Emerson Climate Technologies, Inc. preferred ship to destination. This screen also tells you if each return is, In-Warranty, Out-of-Warranty, Buy Back as is, and how much credit, plus freight allowance you are projected to receive.

Once you have all of the “boxes” checked, go to the bottom of the screen and fill-in the “Claim Information”.

Note: You are required to fill in the Cust. Shipping # and Date of Shipment. The shipping number should be your return paperwork number or a number in which you will be tracking this shipment. It will also appear on your credit memo from Emerson Climate Technologies, Inc.

You do not have to fill in the rest of this screen. We know that you will not have the shipping information at the time you are preparing your shipment. Our receiving plants will fill in this information when they receive the shipment.

There are three buttons at the bottom of the page.
Save and Suspend – Use this if you have made your check marks, but need to add more information later. This will suspend the entire shipment.
Save and Finalize – Click this button if you are ready to print out your packing information and make your shipment.
Delete Marked Items – If you have entered an item (AT Number) that you do not want to send back or have made a mistake and need to re-enter, click on the check box inside the “Mark” box so that a check mark appears. Scroll to the bottom on the page and hit the Delete Marked Items button. This will delete the marked items (AT numbers) from your list and each will have a deleted status. The information will only be viewable if you look up the specific AT number in the “**Status**” menu option.

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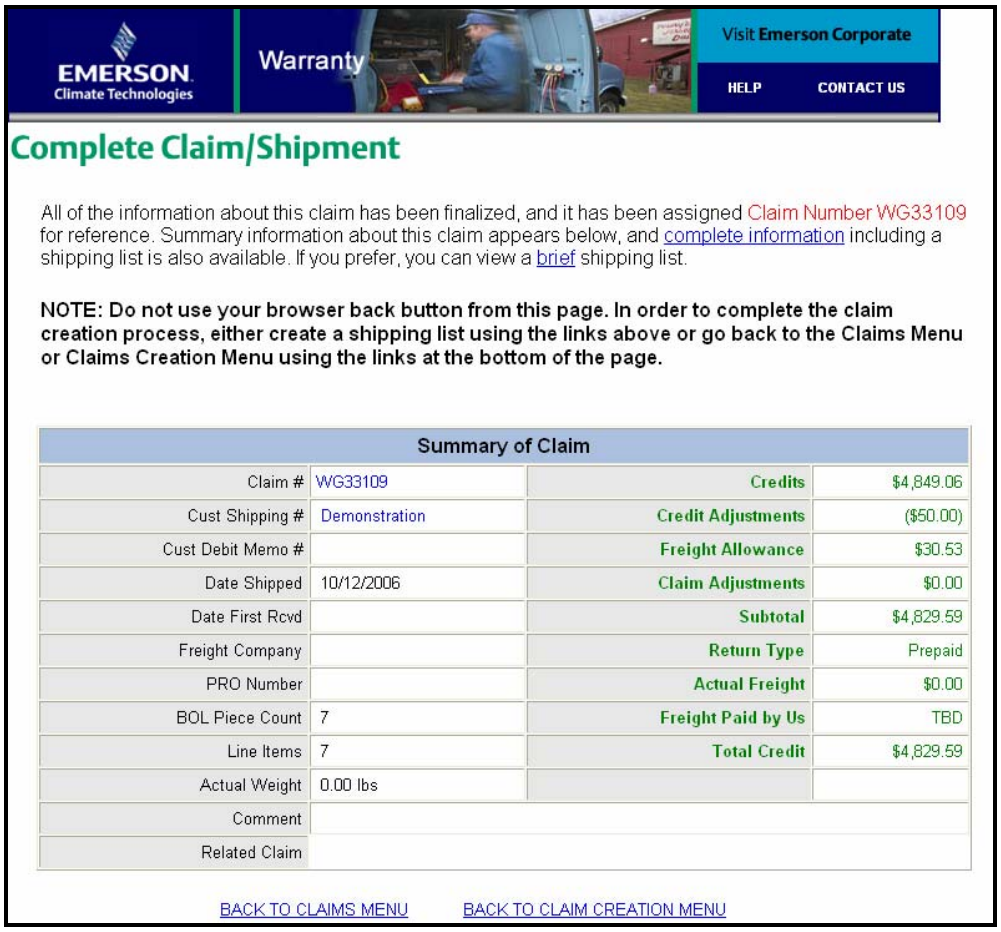
Create A Claim/Shipment (continued)

Once you have clicked the "**Save and Finalize**" button the screen below will appear. Please note that your shipment has now been assigned a Claim or WG Number. This will be your credit memo number.

To print out your packing list, click on the words "**brief**" or "**complete information**" which appear in blue and are underlined. This "brief" list will include your claim information and the list of items in the shipment but will not include credit amounts. The "complete" list will give you all of the information about your claim including credit amounts. When you have selected your list, print the screen to include in a packing envelope with the compressors.

Note: This is the only place you can print the brief version of the packing list. If you need additional copies of the complete list click on "**Status**" in the left navigation, then click "**View Credit Memos**" or enter your WG claim number in the box next to "by WG #".


EMERSON
Climate Technologies
Warranty
Visit Emerson Corporate
HELP
CONTACT US
Complete Claim/Shipment
All of the information about this claim has been finalized, and it has been assigned Claim Number WG33109 for reference. Summary information about this claim appears below, and complete information including a shipping list is also available. If you prefer, you can view a brief shipping list.
NOTE: Do not use your browser back button from this page. In order to complete the claim creation process, either create a shipping list using the links above or go back to the Claims Menu or Claims Creation Menu using the links at the bottom of the page.
Summary of Claim
Claim # WG33109
Cust Shipping # Demonstration
Cust Debit Memo #
Date Shipped 10/12/2006
Date First Rcvd
Freight Company
PRO Number
BOL Piece Count 7
Line Items 7
Actual Weight 0.00 lbs
Comment
Related Claim
Credits $4,849.06
Credit Adjustments ($50.00)
Freight Allowance $30.53
Claim Adjustments $0.00
Subtotal $4,829.59
Return Type Prepaid
Actual Freight $0.00
Freight Paid by Us TBD
Total Credit $4,829.59
BACK TO CLAIMS MENU
BACK TO CLAIM CREATION MENU

Note: The system gives you the option to go back to the Claims menu or back to the Claim Creation menu.

Back to top

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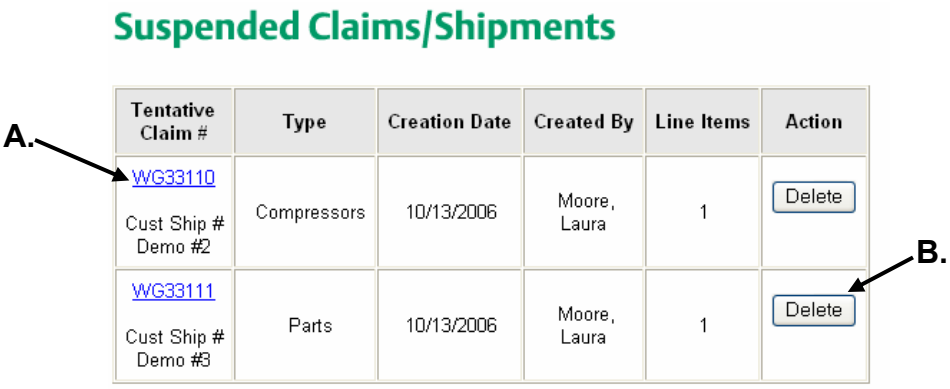
View Or Continue A Suspended Claim

To view or continue working on a suspended claim/shipment, click on "**Claims/Shipments**" in the left navigation, and then click on "**Continue a Suspended Claim**" in the main screen. Claims in suspense are those saved when you clicked on the Save and Suspend button.

A. To complete a claim/shipment – click on the WG number which will open the claim so that you can make corrections or fill in the remaining information to process your shipment.

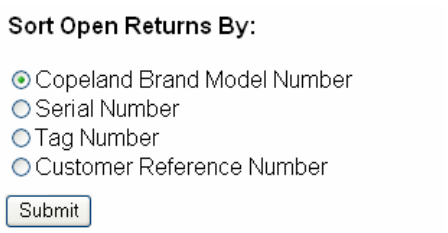
B. To delete a claim/shipment – click on the Delete button to the right of the WG number. This will remove the claim from suspense and show it with a deleted status. This information will only be viewable if you look up the specific WG number in the "**Status**" menu option.

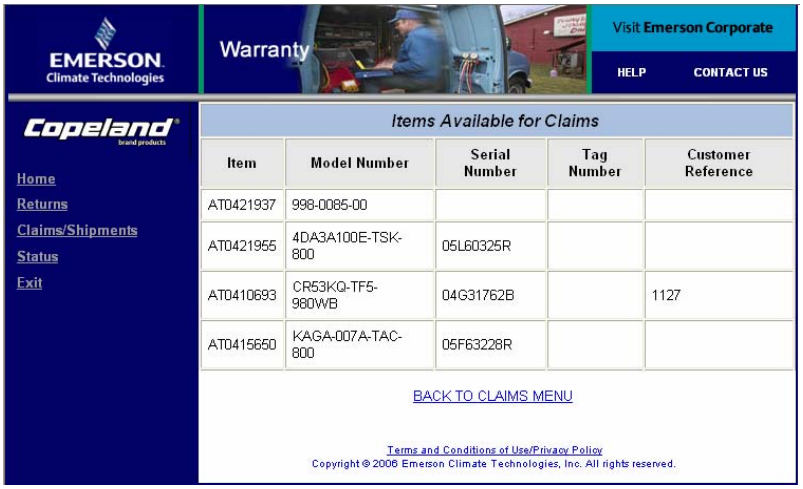


Back to top

List Items Available for Claims

To view the entire list of items available for a claim/shipment, click on "**Claims/Shipments**" in the left navigation then click "**List Items Available for Claims**" in the main screen. This will display options for sorting the list which you may select. To complete the request click "**Submit**".





Back to top

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How Do I Delete a Claim/WG Number?

Currently the system will only allow you to delete a claim/WG number that is in suspense (i.e. started but not finished). If you need to have a WG number deleted from the system please contact Emerson Climate Technologies Warranty Administration at (317) 968-4274.

To delete a suspended claim/WG number – Click on "**Claims/Shipments**" in the left navigation, and then click on "**Continue a Suspended Claim**" in the main screen. Click on the Delete button to the right of the WG number. This will remove the claim from suspense and show it with a "deleted" status. This information will only be viewable if you look up the specific WG number in the "**Status**" menu option. (See page 16)

To delete a finalized claim/WG number – Please contact Emerson Climate Technologies Warranty Administration at (317) 968-4274. Returns or AT Numbers associated with the claim will be unaffected.

Back to top

Reference Shipping Procedures for Emerson Climate Technologies, Inc./Copeland® Brand Products Returns

1. Bill of lading and freight bills must list the number of pieces and skids being shipped.

2. All compressors should have the customer name, the location and the customer reference number on a tag attached to the discharge plug located on the head of the compressor.

3. Do not cover the nameplate with paperwork or tags.

4. Wire the hard copy of the Emerson Climate Technologies, Inc. warranty tag to each in-warranty compressor.

5. In-Warranty claim tags must be filled out completely with the required information below, before full warranty credit will be given:

    a. Failed Model and Serial Number
    b. Install/Fail Dates
    c. Replacing Model and Serial Number
    d. Sales invoice number and date of failed compressor if serial number is over 20 months old.

6. The printout of the internet packing list should be placed in a packing envelope and attached to one of the compressors. Do Not put it on the skid, inside the shrink wrap, or give it to the truck driver. DO NOT MAIL a copy of the paperwork to Emerson Climate Technologies, Inc. Keep a copy at your branch or hub.

7. The yellow special inspection sticker requiring that the compressor be inspected to determine the cause of failure needs to be attached to the head or the top of the compressor. **Do not cover the nameplate.**

8. Returned compressors must be totally sealed by use of shipping pads provided on replacement compressors. Do not use tape, rags, or putty.

9. Compressors should be skidded and banded or stretch wrapped for shipment. The yellow internet sticker should be filled out and placed on each skid. If you have more than one WG, please reference all WG numbers on the tag.

Ship to:
Copeland Corporation LLC
310 East Third Street
Rushville, Indiana 46173
Call 48 hours in advance for appt. 765-932-1902
SHIP PREPAID CARRIER OF YOUR CHOICE

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Reference Shipping Procedures for Emerson Climate Technologies, Inc./Copeland® Brand Products Returns (continued)

Distributor Returns (ICP for example) should not be sent with other shipments to Rushville. These must be sent with ICP paperwork and shipped to Emerson Climate Technologies, Inc., Warranty Lab,1675 W. Campbell Road, Sidney, OH 45365.

Alco/Emerson Motor Field return parts should not be returned. There will be a credit at the end of the year for a percentage of sales to cover credit on parts.

To obtain warranty credit on a Copeland® brand part, simply enter the information from the warranty claim tag into the "Parts Return" on the warranty system. The system will indicate if the part is eligible for field scrap or if it needs to be returned to Emerson Climate Technologies, Inc.

If the part is eligible for field scrap, you should keep the part and paperwork. Do not send anything to Emerson Climate Technologies, Inc. Such defective parts need to be retained by the customer for 30 days, but can be scrapped after the 30 days, unless otherwise directed by us. If we choose to audit a particular claim, we shall provide notice within such 30-day time period.

There are a select group of parts detailed here that must be returned to receive warranty credit. Be sure to review the following list on any part where warranty is requested before submitting a field scrap warranty request. These parts must be sent back with a print out of the internet packing list from the return credit system, to the address below.

Defective In-Warranty Parts That Must Be Returned:

Demand Cooling Parts
085-0109-00
510-0346-00
085-0110-00
510-0347-00 through 510-0347-03
085-0110-00
510-0349-00 through 510-0349-07
998-1000-12 through 998-1000-26

Discus Valve Plates
998-1661-00 through 998-1661-64
998-2661-43 through 998-2661-64

Moduload Kits
998-0017-15 through 998-0017-50

Oil Pump
998-0008-33

Unloading Conversion Kits
998-0119-22 through 998-0119-39

Phase Monitor
085-0160-00

Contactors
(012) 912-3xxx-xx All

Return these parts with a completed warranty claim tag back to:
Copeland Corporation LLC
310 East Third Street
Rushville, Indiana 46173

Back to top

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All Teardown Requests

To view these requests click on "**Status**" in the left navigation, and then click on "**All Teardown Requests**". The system will generate a list of open teardown requests. You may also view the individual items by clicking on the AT number which appear in blue and are underlined.

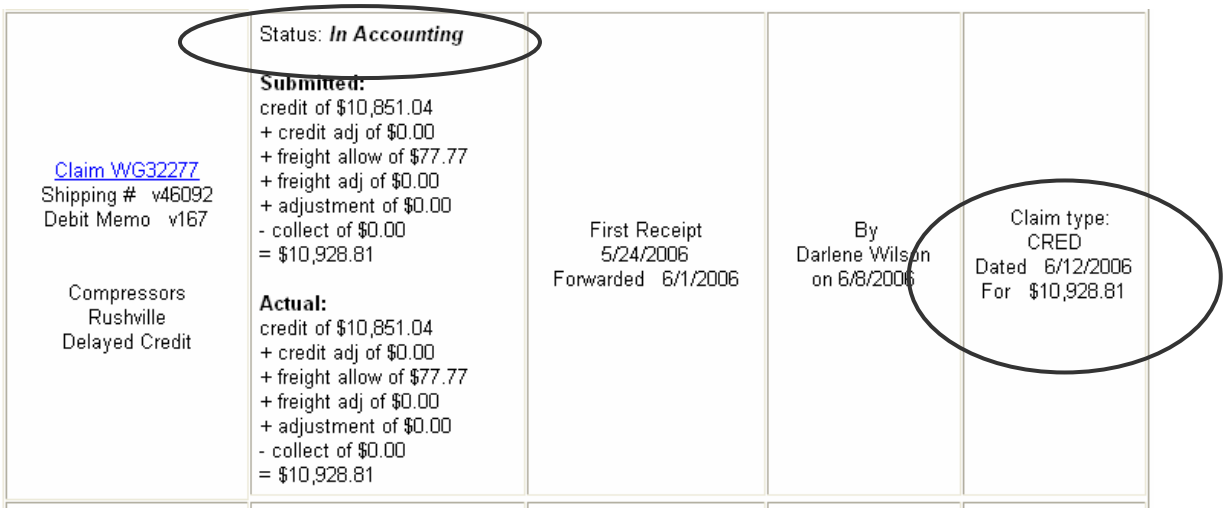
Teardown	Status	Date Requested	Type	Related Compressor
S110560	*Approved* Date: 10/12/2006	10/12/2006	OWSCA	View AT0421959 Model 4DA3A100E-TSK-800 Serial 05L62080R
S110565	*Pending*	10/13/2006	IWC	View AT0421962 Model 4DA3A100E-TSK-800 Serial 05K61337R

Back to top

View Credit Memos

To view a complete list of your claims click on "**Status**" in the left navigation, and then click on "**View Credit Memos**". Or, if you prefer, your may look up a specific claim by either the claim (WG) number or by your customer shipping number which was required on your shipment.

This tool allows you to monitor the status of your shipment as it is processed through the warranty system. If the status of your shipment states that it is "In Accounting", this means that the credit or money is on your account. It will give you the date and amount of the credit. The WG number is your credit memo number. If you want to view the details of the items on the shipment, just click on the WG number.



Claim WG32277 Shipping # v46092 Debit Memo v167 Compressors Rushville Delayed Credit	Status: ***In Accounting*** **Submitted:** credit of $10,851.04 + credit adj of $0.00 + freight allow of $77.77 + freight adj of $0.00 + adjustment of $0.00 - collect of $0.00 = $10,928.81 **Actual:** credit of $10,851.04 + credit adj of $0.00 + freight allow of $77.77 + freight adj of $0.00 + adjustment of $0.00 - collect of $0.00 = $10,928.81	First Receipt 5/24/2006 Forwarded 6/1/2006	By Darlene Wilson on 6/8/2006	Claim type: CRED Dated 6/12/2006 For $10,928.81

Back to top

Lookup by Model And Serial Number

To view the return for a specific compressor model and serial number, click on "**Status**" in the left navigation then click on "**Lookup Model and Serial**". You may lookup data with only the first part of the model and serial number. The system will provide a list of items that exactly match your query. When you locate the item you can click on the AT number to view the return details.

#	Failed Model Number	Failed Serial Number
AT0239290	ZR24K3-PFV-930	03
AT0269280	ZR61K3-PFV-930	03

Back to top

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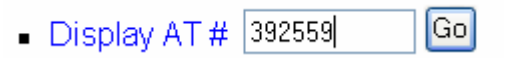
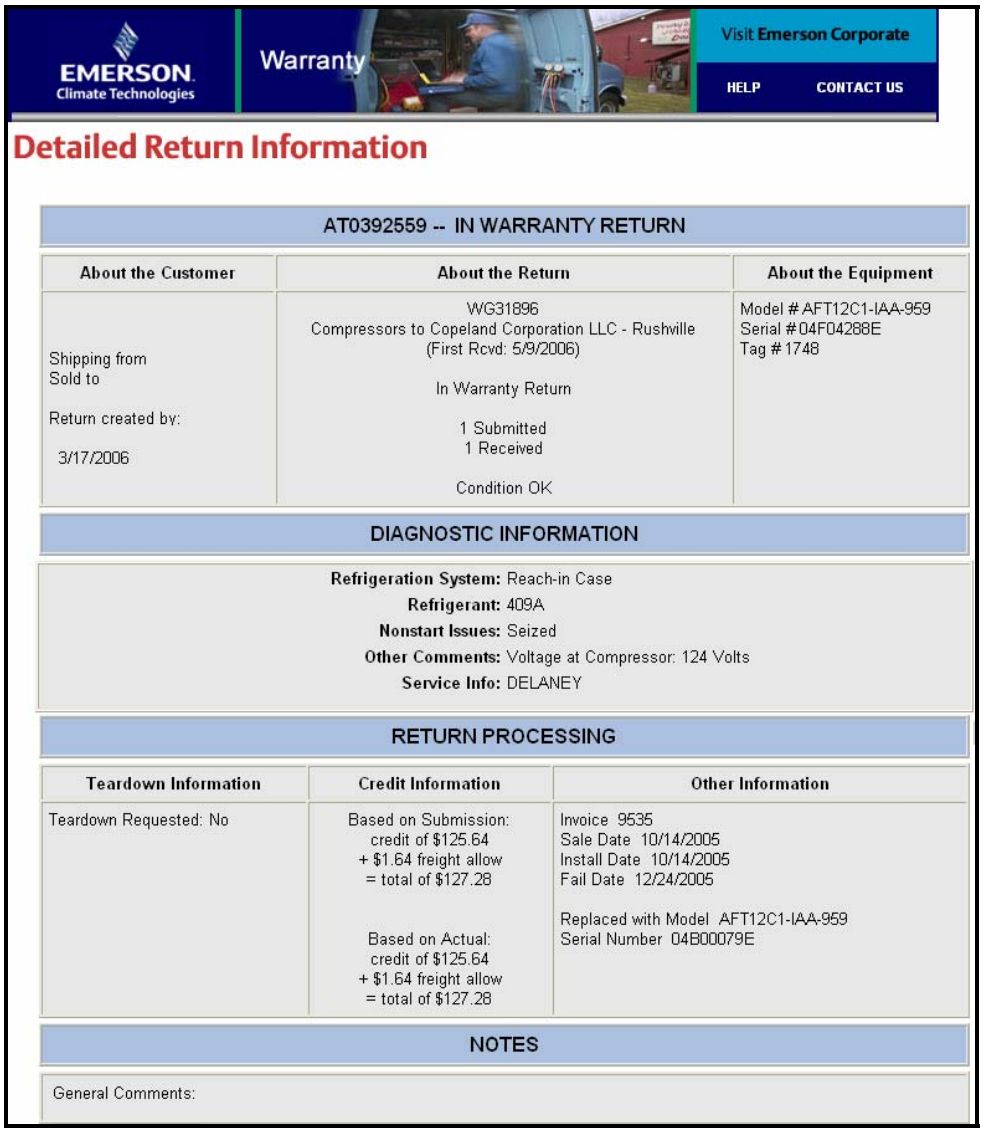
Lookup by AT

To view the details of a specific return (item) click on "**Status**" in the left navigation then in the "**Display AT #**" box on the main screen enter the AT number. You do not have to include the prefix AT with the lookup.



To complete the request click "**Go**".



Back to top

Lookup by Customer Reference Number

To view the details of a specific return (item) click on "**Status**" in the left navigation then in the "**Display Cust Ref Num**" box on the main screen enter your customer reference number (this is the reference number you could include on each compressor return). To complete the request click "**Go**". This will display the "Detailed Return Information" similar to the example shown above.

Back to top

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